

OVERBERG DISTRICT MUNICIPALITY

6. Service Level Standards

Standard	Description	Service Level
Solid Waste Removal		
Residential based removal (Residential Frequency)		No Service
Business based removal (Business Frequency)		No Service
Collection (Frequency)		No Service
Remove bags provided (Yes/No)		No Service
Garden refuse removal included (Yes/No)		No Service
Street Cleaning Frequency in CBO		No Service
Street Cleaning Frequency in areas excluding CBO		No Service
How soon are public areas cleaned after events? (2 hours/24 hours/longer)		No Service
Cleaning of dog/dumping (24 hours/48 hours/longer)		No Service
Recycling or environmentally friendly practices (Yes/No)		No Service
Licensed waste sites (Yes/No)		Yes
		Yes
Water Service		
Water Quality testing (Daily/Clean/Unknown/No test)		No Service
Is free water available to all? (Only to the highest consumers)		No Service
Frequency of meter readings? (per month per year)		No Service
Are estimated consumption calculated on actual consumption over? (no/month/three months/longer period)		No Service
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		No Service
Duration (hours) before availability of water is restored in case of service interruption? (complete the sub questions)		
One service connection affected (number of hours)		No Service
Up to 5 service connection affected (number of hours)		No Service
Up to 20 service connection affected (number of hours)		No Service
Fee(s) per liter? (800mm/litre/number of hours)		No Service
What is the average minimum water flow in your municipality?		No Service
Do you practice any environmental or resource protection measures as part of your operations? (Yes/No)		No Service
How long does it take to replace faulty water meters? (days)		No Service
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No Service
Electricity Service		
What is your electricity available percentage on average per month?		No Service
Do your municipality have a reserve conductor in place that is operational? (Yes/No)		No Service
How much do you estimate is the cost saving in using a reserve conductor system?		No Service
What is the frequency of meters being read? (per month, per year)		No Service
Are estimated consumption calculated on consumption over? (no/month/three months/longer period)		No Service
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		No Service
Duration before availability of electricity is restored in cases of breakdown (immediate/one day/two days/longer)		No Service
Are accounts normally calculated on actual readings? (Yes/No)		No Service
Do you practice any environmental or resource protection measures as part of your operations? (Yes/No)		No Service
How long does it take to replace faulty meters? (days)		No Service
Do you have a plan to prevent, detect, corrective and prevention of electricity theft? (Yes/No)		No Service
How effective is the action plan in solving the issue? (Good/Bad)		No Service
How soon does the municipality provide a quotation to a customer upon a written request? (days)		No Service
How long does the municipality take to provide electricity service in hot or existing infrastructure can be used? (within days)		No Service
How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (within days)		No Service
How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (within days)		No Service
Beverage Services		
Are your public system effective enough to put water back into the system after purification?		No Service
To what extent do you subscribe to your highest consumer?		No Service
How long does it take to restore average breakages on average		No Service
Severe one flow? (years)		No Service
Small to bad pipes. Large pipes? (hours)		No Service
Small to blocked pipes. Small pipes? (hours)		No Service
Spillage clean up? (hours)		No Service
Replacement of broken covers? (hours)		No Service
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (hours)		No Service
Time taken to repair a single pothole on a minor road? (hours)		No Service
Time taken to repair a road following an open bench service closure? (hours)		No Service
Time taken to repair a major road? (hours)		No Service
Property Valuation		
How long does it take on average from completion to first account being issued? (one month/three months or longer)		No Service
Do you have any specific rating properties? (Yes/No)		No Service
Financial Management		
Is there any change in the status of unutilised and used expenditure over time? (Decrease/increase)		Decrease
Are the financial statements audited? (Yes/No)		No
Are there Council adopted budget processes (formulation of the budget and management of documentation leading to Trial Balance)?		Yes
How long does it take for an invoice to be paid from date it has been received?		Within 30 days
Is there advance planning from SCM unit taking departmental plans, quality and safety, including for the next two to three years procurement plans?		Yes
Administration		
Reaction time on inquiries and requests?		1 day
Time to respond to a verbal customer enquiry or request? (working days)		1 day
Time to respond to a written customer enquiry or request? (in writing days)		5 days
Time to solve a customer enquiry or request? (working days)		5 days
What percentage of calls are not answered? (5%, 10% or more)		2%
How long does it take to respond to voice mails? (hours)		2 hours
Does the municipality have centralised customer service? (Yes/No)		N/A
Is there a reduction in the number of complaints or not? (Yes/No)		Yes
How long does it take to open an account to a new customer? (1 day/2 days/a week or longer)		1 day
How many times does SCM Unit, CPO's Unit and Technical unit sit to review and resolve SCM process areas other than normal monthly management meetings?		Weekly
Community Safety and Licensing Services		
How long does it take to register a vehicle? (minutes)		No Service
How long does it take to renew a vehicle license? (minutes)		No Service
How long does it take to issue a duplicate registration certificate vehicle? (minutes)		No Service
How long does it take to de-register a vehicle? (minutes)		No Service
How long does it take to renew a drivers license? (minutes)		No Service
What is the average reaction time of the fire service to an incident in the urban area? (minutes)		No Service
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		No Service
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		No Service
Economic Development		
How many economic development projects does the municipality drive?		None
How many economic development projects are deemed to be critical in creating an enabling environment to unlock key economic growth projects?		Following PACA process
What percentage of the people have a classified sustainable job security?		N/A
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		No
Other Service delivery and communication		
Is a information package handed to the next customer? (Yes/No)		No
Does the municipality have training or information sessions to inform the community? (Yes/No)		Yes
Are customers treated in a professional and humane manner? (Yes/No)		Yes

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